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**STUDENT SUPPORT MANAGER**

**Responsible to:** Membership Services Manager

**Salary:** £21,091.00 pa

**Contract type:** Full-Time, Permanent (subject to probationary period)

**Hours:** 1820 per year (annualised hours contract, based on 35 hours per week). Usual office hours are between 8.30am and 4.30pm, but flexibility will be a necessity to meet the requirements of the position, which will include evening and weekend work. Travel between, and work from, different University sites is essential.

**Weeks of Work:** 52 weeks per year

**Holidays:** 210 hours per year, to rise in accordance with length of service, plus 119 designated hours shutdown (inc. Bank Holidays).

**Pension Scheme:** Eligible to join NUSPS pension scheme, at a current contribution rate of 6%

**Car Parking:** Car parking is available at an annual cost.

**Purpose of the position**

Keeping the needs of students at the focus of all activities, the SSM will provide free, impartial and confidential advice on a range of academic and welfare issues to students. The post-holder will also be responsible for recording case details and providing information on issues affecting students, maintaining high levels of customer service and maintaining key relationships with the University.

**Key responsibilities**

**ADVISORY & SUPPORT SERVICE**

1. To undertake and co-ordinate academic and welfare casework for the Union, ensuring that it provides appropriate, accurate, confidential, independent and comprehensive advice to students.
2. To ensure the provision of high-quality advice and information to students regarding wellbeing and mental health.
3. To ensure the provision of high-quality advice and information on a range of academic related matters including academic appeals, academic misconduct, student complaints, disciplinary, extenuating circumstances and fitness to practice issues.
4. To ensure that the VP Education has accurate, up-to-date information to effectively represent students at hearings/panels.
5. To maintain accurate case notes and collect information for the creation of impact reports based on the service provision.
6. To develop a method for monitoring trends in casework by type, producing comparative reports, using statistical analysis, to further inform the Union’s service development and Quality Assurance Audit.
7. To work closely with the Student Representation Manager to ensure that issues/trends identified are addressed through the appropriate channels.
8. To keep abreast of developments in the Higher Education sector and within the University, ensuring reference material is up-to-date.
9. To contribute to the delivery of workshops and/or materials to promote student awareness on key issues.

**NIGHTLINE**

a. To manage Nightline through the recruitment of and support to the Nightline Co-ordinator (student position).

b. To timetable and oversee the effective operation of the service.

c. To effectively promote and grow the service.

d. To support student volunteers.

e. Ensure that all required training is appropriate and current.

**SERVICE DEVELOPMENT**

1. To assist in the production of materials and campaigns to ensure effective communication of the advisory & support services to the diverse student body.

**SERVICE DELIVERY**

1. To ensure that the service provides a customer focussed service for all users.
2. To maintain high standards of customer care.

**PARTNERSHIPS AND PATHWAYS**

1. Develop and maintain beneficial relationships with external agencies to further enhance the experience of the service
2. Continue the relationships between the Union and the University in order to further enhance the delivery of the service

**CUSTOMER CARE**

1. To ensure that a high level of customer care is maintained at all times

**TRAINING**

1. To identify training needs for students running sports clubs
2. To identify training needs for the members of those committees that you support
3. To participate in any training deemed necessary by the Union

**ENVIRONMENT**

1. To assist in ensuring that agreed environmental standards are maintained within the Union

**FAIRTRADE**

1. To assist in the promotion of Fairtrade within the Union and the University

**CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)**

1. To identify any Continuous Professional development that may be needed to support you in this role
2. To participate in any Continuous Professional Development deemed necessary to support and develop the Union’s activities

**HEALTH & SAFETY**

1. To ensure agreed Health and Safety standards are maintained by the service at all times
2. To be aware of your own responsibility towards creating a safe working environment
3. To be aware of and abide by agreed fire regulations within the Union

**ADMINISTRATION & FINANCE PROCEDURES**

1. To ensure that agreed finance procedures are maintained
2. To ensure that the approved administration policy and procedures are adhered to

**GENERAL**

1. To assist with any other activities where required
2. To attend meetings on behalf of the Union and the Membership Services Manager if required
3. Any other duties which, from time to time, may occur

**Person Specification**

***Education and Experience***

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| --- | --- |
| **Essential** | **Desirable** |
| Experience of advising and supporting individuals. Qualified in a relevant wellbeing/mental health discipline.  | Knowledge of USW regulations, especially pertaining to academic casework and the range of additional support services offered. |
| Experience of planning, administering and managing support services. | Knowledge and understanding of the student movement and Students’ Unions. |
| Experience of working within a multi-discipline office environment. | Knowledge of the higher education academic landscape in Wales |
| Ability to work within a democratic organisation. |  |

***Skills***

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| --- | --- |
| **Essential** | **Desirable** |
| Extremely well organised with attention to detail. Flexible. Ability to manage own workload. |  |
| Ability to meet challenging deadlines. |  |
| Ability to work towards defined strategies and concepts. |  |
| Ability to complete tasks methodically and efficiently. |  |
| Excellent communicator and computer literate. |  |

***Personal Qualities and Attributes***

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| --- | --- |
| **Essential** | **Desirable** |
| Highly motivated, self-starter, energetic, friendly, patient, culturally aware. |  |
| Ability to cultivate open, trusting relationships inside and outside the organisation. |  |
| Vehicle owner. Full, clean driving license. |  |